

For: State and County Offices

**Plans for Implementing Phase II, Loss Adjustment
Training for the Agricultural Risk Protection Act of 2000 (ARPA)**

Approved by: Deputy Administrator, Farm Programs



1 Overview

A Background

ARPA required that RMA, FSA, and insurance providers (IP's) work together to improve the program compliance and integrity of the Federal Crop Insurance Program.

RMA and FSA coordinated to implement the goals of ARPA through using FSA's field infrastructure. FSA shall assist RMA in the ongoing monitoring of RMA programs. Since implementing ARPA, classroom Loss Adjustment and Compliance/Oversight Training have been provided to approximately 2,600 FSA personnel across the United States.

Since completing Phase I, Loss Adjustment Training, RMA, FSA, and IP's have proposed numerous ways of delivering Phase II training to FSA personnel. Computer online interactivity has been chosen as the means to deliver the Crop Monitoring course of the Phase II, Loss Adjustment Training. This method of delivery will allow us to reach the maximum number of persons and to preserve the course as a tool for future review, training, and program changes. Phase II, Loss Adjustment Training will provide specific guidelines when performing crop inspections.

B Purpose

This notice:

- advises implementing Phase II, Loss Adjustment Training for ARPA
- instructs State Offices to designate participants for user ID's and password access
- advises pilot States
- advises participants on the initial access to the online course
- advises participants concerning the competency test.

Disposal Date

February 1, 2004

Distribution

State Offices; State Offices relay to County Offices

2 Phase II, Loss Adjustment Training

A Online Training Course

RMA's Crop Monitoring course of the Phase II, Loss Adjustment Training will be delivered through an online computer course.

B Modules and Test

The Crop Monitoring course of the Phase II, Loss Adjustment Training consists of 17 modules covering different loss adjustment provisions. The course:

- is designed as an interactive self-paced program
- may be completed in an average of 8 hours
- is considered equal to 24 hours of classroom training.

Note: Frequently Asked Questions (FAQ) and Questions and Answers (Q&A) websites will be available to trainees. Trainees are advised to review the FAQ and Q&A websites before beginning the course and before contacting the course-related e-mail website provided in the instructions.

Fourteen of the modules will include a quiz at the end. Scores for the quizzes will accumulate after each module. The trainee must achieve a score of 70 percent to meet competency requirements. The trainee may take each quiz as often as they want and the latter score will supersede the previous one.

Training progress and quiz scores will be monitored and maintained as the trainee navigates the training course website. The trainee will receive a certificate upon successfully completing the course.

C Training Participants and Training Dates

State Offices shall name persons who will receive the Crop Monitoring course of the Phase II, Loss Adjustment Training. Each named person will be assigned a user ID needed to allow registration and password activation to the online session.

Participants for the training are as follows:

- FSA points of contact
- persons in the County Office who are responsible for RMA monitoring

Notes: In most cases, these persons would have received the Phase I, Loss Adjustment Training.

State Offices may designate up to 2 persons per county to take the training.

- DD's.

Notice CP-570

2 Phase II, Loss Adjustment Training (Continued)

C Training Participants and Training Dates (Continued)

Training will be accomplished during several scheduled periods beginning in September. It is important that State and County Offices participate in the training during their scheduled dates, as there are:

- limited number of licenses during each training period
- limited program and technical resources.

A future notice will provide the access dates for the State and County Offices.

Note: The training course may be accessed at any time during the assigned training period, and as many times as needed. Participants have approximately 2 weeks to complete the course.

D Pilot Training States

Participants in Illinois and North Dakota have been chosen to take the training course during a pilot program before all other States. This pilot program will provide insight for the number of training sessions needed and the support resources needed. Illinois and North Dakota will be notified by telephone when the course can be accessed.

E Submitting Exhibit 1

State Offices shall:

- submit information for each participant so that access can be provided
- complete and submit a format of Exhibit 1. FAX Exhibit 1 to both the following on or before **September 18, 2003**:
 - mGen Incorporated, Attn: Mike Sousa at 508-549-0979
 - Frances Williams, PECD at 202-720-4941.

Note: If more than 1 page is used, the pages shall be numbered and reflected on the FAX coversheet.

3 Accessing the Website

A XP Operating System and Flash 6.0 Macromedia

State and County Offices shall ensure that the XP operating system, which provides a macromedia flash plugin, has been installed.

Macromedia flash version 6.0 is required to view the course. Therefore, State and County Offices are authorized to download flash version 6.0 from the course according to Information Bulletin No. 2798. The system will prompt the user to install flash version 6.0 when the user accesses the training.

B Field Accessibility

States' scheduled training dates will be provided in a later notice for States not included in the pilot program. Participants shall use the following table to gain initial access to the Crop Monitoring course of the Phase II, Loss Adjustment Training during scheduled dates.

Step	Action
1	<p>Access Internet Explorer and type the following address in the address field:</p> <p style="text-align: center;">http://151.121.3.224/anonymous/mGenUserAcctReq.asp</p> <p>Note: The web address is not case sensitive.</p> <p>PRESS "Enter".</p>
2	<p>Fill in the following and PRESS "Submit":</p> <ul style="list-style-type: none"> • first name • last name • county • State. <p>Notes: At this time, the software will compare the submitted information with that from the list of trainee names submitted by the State Office.</p> <p>If the information matches that on the database loaded for the State, the user will be approved and allowed to register for the course.</p>
3	Complete the registration form, including e-mail address and password.
4	Exit Internet Explorer.
5	The trainee will receive an e-mail with instructions to access the training course within 24 hours after the registration is submitted. If the e-mail is not received, contact by e-mail at support@mgen.com

Total Participants

[illegible]